



11 FISCAL/EQUIPMENT MANAGEMENT

Effective: 7/1/00

11.10 E-Mail and Internet Access for Local WIC Staff

Revised: 3/1/01

POLICY: All local WIC Project key staff will have access to e-mail and the Internet on their WIC personal computer for quick and efficient communication, delivery of documents and DAISy updates, and access to program documents and other information on the DHFS WIC website. Where possible, the WIC Project should establish these services through existing local agency procedures and systems, and in conjunction with other public health programs.

PROCEDURE:

A. GOALS

1. Short-term Goal: The local WIC project director, project nutritionist, and vendor contact will have personal e-mail and Internet access by September 2000. If the local agency does not have local agency network access to e-mail and the Internet, at least one administrative computer and one DAISy computer should be connected through an Internet Service Provider (ISP).
2. Intermediate Goals:
 - a) All key staff listed in the Project Directory will have personal e-mail and Internet access plus have one general mailbox accessible to clerks by January 1, 2001. Beginning January 1, 2001, all time sensitive materials and messages will be communicated by e-mail only. Faxes and telephone trees will be used only if e-mail systems are not available. The ADP contractor will send patches and updates by e-mail or may be available on an Internet site (timeframe to be determined).
 - b) WIC Projects will have access to the Internet through a high-speed connection such as a T1 line. As the local health departments install T1 lines to support the Health Alert Network, the WIC project should also try to use these lines and share in the cost of monthly maintenance.
3. Long Term Goals:
 - a) The State WIC Office can eliminate or minimize printing and mailing for Monthly Updates to WIC Projects, Operations and System Manuals, system patches and updates from the ADP contractor, and other information routinely distributed to projects.
 - b) All traveling clinics will have remote e-mail and Internet access.



- c) High-speed, high quality Internet connections will allow local staff to participate in multi-media training and special events.

B. IMPLEMENTATION

1. The local WIC Project will establish service either directly through the agency's local area network (LAN) or independently with an Internet Service Provider (ISP). The preferred method of e-mail and Internet access is through a LAN because of the significant difference in the transmissions speed.
2. The State WIC Office will provide tips on choosing an ISP, what equipment and software is needed, what is needed to set up service, and how to get training.
3. When setting up new e-mail account names, if possible, use a naming convention that uses the project number as the last two digits, (e.g., smith70@dhfs.state.gov, brown21@aol.com). For the project mailbox name, use: proj01@xxxxx.com or prj34.01@xxxx.net to identify the project and/or project with a clinic. It is not necessary to change your current address.
4. The cost of these services is a regular cost of doing business and is incorporated into the Local Agency Grant Award. The local project is responsible for obtaining and maintaining the service, and obtaining the software consistent with the State WIC Office and DAISy computers (Microsoft Word and Excel).
5. Contact the State WIC Office with the e-mail address(es) when e-mail service has been established or changed.
6. When the local projects' Internet connection or e-mail is not working, technical support will be provided through the agency's Information Technology staff or the ISP, not through the State WIC Office or ADP Contractor Help Desk.
7. If the agency has a policy on restricting staff access to the Internet, the State WIC Office should be notified.
8. E-mail should be checked on a regular, routine basis (one or two times daily at a minimum) to ensure timely receipt of communications.

C. RECORD RETENTION

All requirements for retention of WIC information is still in place, regardless of whether information was sent by paper or electronically.

D. APPROPRIATE USE OF INTERNET

The State WIC Program requirements are based on the Department of Health and Family Services' "Internet Acceptable Use Policy".



1. It is the WIC Program's philosophy the Internet is a business tool for use by its employees for business related purposes, (e.g., to communicate with customers, to research relevant topics, and obtain useful business information) to further the work of the WIC Program and its mission.
2. WIC employees must conduct themselves honestly and appropriately on the Internet, using good judgement at all times, and respect the copyrights, software licensing rules, property rights, privacy, and prerogatives of others, just as you would in any other business dealings.
3. WIC employees may not use the Internet improperly, such as for illegal, disruptive, or unprofessional activities; to disable or overload any computer system or network; to circumvent or defeat the security of any computer system or network; for the pursuit of personal gain; or for any other purpose that would jeopardize the interests of the Program or violate the public trust. Examples of inappropriate use include but are not limited to:
 - a) Excessive personal use
 - b) Gambling
 - c) Viewing or distributing sexually explicit material (e.g., jokes, pictures, cartoons)
 - d) Any use violating state or federal law
 - e) Distribution of unsolicited advertising
 - f) Deliberate propagation of a computer virus
 - g) Distribution of a chain letter
 - h) Attempts to make unauthorized entry to another computer network
 - i) Activity associated with a WIC user's outside employment or business
 - j) Personal purchasing transactions
4. WIC users must exercise caution and good judgement when downloading Internet content, (i.e., information and files). Good security practices, such as scanning for viruses before running or accessing the downloaded files, must be followed at all times. WIC users may download only information or files with direct business use. WIC users may not download entertainment media such as games, audio files, images, or videos unless there is an explicit WIC business-related use for the material.
5. Occasional personal use is permissible as long as it does not fall within boundaries of inappropriate use as described above and does not detract from job performance, interfere with the Program's operation, or cause increased cost or inefficiency to the Program. WIC users must exercise good judgement regarding the reasonableness of their personal Internet use.

ATTACHMENTS

E-Mail and Internet Access for Local WIC Staff information